

Cadence

WINTER 2005

A quarterly e-newsletter keeping you in step with the MiTAPS initiative

MiTAPS Governance Board In Place

Developing and launching the MiTAPS system involved more than 19 departments across the state. The system reaches across department lines and requires diverse and extensive skills and experiences to assure the implementation was the best it could be and that the MiTAPS functions as best it can.

As Phase 1 of the MiTAPS project is wrapping up, plans are underway to expand the system by adding more permits and licenses into the system and further expanding the functionality of the system to make it more useful to State of Michigan customers.

Along with the Phase 2 plans, the long term "care and feed-

ing" of MiTAPS is being considered. One challenge developers face is learning how best to maintain a system that supports so many different departments and administers more than 200 different permits and licenses, while assuring the continued success of providing services to customers.

To address these challenges, the MiTAPS system will be supported by a two-pronged governance approach. The Department of Information Technology (DIT) and the Department of Labor & Economic Growth (DLEG) will share ownership of the MiTAPS governance.

First, the MiTAPS Steering Committee that was pivotal in the Phase 1 implementation will

continue to operate as a working group to provide assistance in providing on-going communication and feedback from the departments they represent. This group will meet quarterly to review the accomplishments, system statistics and future plans. Steering Committee members will provide input based on their respective department needs to continue to expand MiTAPS.

The second part of the approach will be the MiTAPS Governance Board. This board will provide the ongoing guidance for MiTAPS and its users. The board will consist of an application maintenance function that will be managed by DIT. This function includes the day-to-day updates, problem res-

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Cadence Call

"You've got to go out on a limb sometimes because that is where the fruit is."

- Will Rogers



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DEQ Adds Two New Permits

The Department of Environmental Quality (DEQ) recently added two new permits to the Michigan Timely Application and Permit Service (MiTAPS), Michigan's one-stop shop for businesses and industry to search for needed permits, and apply online.

The two new permit applications are a Permit Application for Wastewater Systems, which provides for the alteration, addition or improvement to a Public Wastewater System that

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MiTAPS Speeds Internal Processes As Well As Permitting

As the MiTAPS system nears completion of Phase 1, the benefits to most customers are beginning to be appreciated. However, it may not be as evident how MiTAPS will benefit the individual business units across the State.

For those departments that would like to provide web-based permit/license application, issuance and renewal, the MiTAPS system provides a ready-made method to easily provide the necessary front-end and links to existing department websites.

MiTAPS works with most legacy systems so existing technologies can be utilized, helping to keep

costs down. MiTAPS provides a decision tree that helps customers identify ALL permits/licenses needed for any project. This 'shopping cart' along with the 'Is This Needed?' feature will help consumers determine for themselves if a permit is needed, reducing the number of support calls in a business unit.

As MiTAPS progresses, permit/license information will be compiled in one location, simplifying the web support needed by departments.

E-mail notification to customers, along with status tracking for customers will help reduce support

calls by allowing customers to track application status online.

Customers maintain their own demographic information - name, address, telephone number, etc. - reducing the resources needed to maintain the data in a department.

For more information on how MiTAPS can benefit your department, visit MiTAPS online at www.michigan.gov/mitaps or contact:

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MiTAPS Governance

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olution, parameter changes and system support. The Governance Board will manage the strategic direction of the MiTAPS system. The board will determine timing and content of future releases, and support the business units as they move forward in implementing the system. The Governance Board is expected to be in place during March 2005.

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DEQ Adds New Permits

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serves more than one owner. The second one is a Permit Application for Water Supply Systems, which covers the construction of Type 1 community water supply systems for municipalities and housing communities over 15 units.

"The DEQ's commitment to expanding the MiTAPS program is a demonstration of our overall commitment to streamlining our permitting processes," said DEQ Director Steven E. Chester. "By eliminating unnecessary barriers and red tape from our programs, we are able to do our jobs as stewards of the environment more efficiently, while at the same time helping businesses and municipali-

ties get the permits they need to help Michigan grow."

MiTAPS is the first of its kind in development of state of the art electronic, on-line processing for permitting in the United States. It was developed jointly by the DEQ, Department of Labor & Economic Growth (DLEG), Department of Information Technology (DIT) and enfoTech & Consulting.

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